PAVILION HIRE REPORT

Julianne Lawrence (Clerk) - July 2026

Purpose of Report

This report provides an overview of the current use of Stilton Pavilion, identifies the benefits and challenges associated with each category of hirer, and highlights operational issues that are placing increasing demands on staff and resources. It concludes by outlining possible options for the Committee to consider in relation to future hiring arrangements.

Pavilion Hirers consist of:

- Footballers
- Regular Hirers (including community groups)
- Non-Regular Hirers (small, medium and large events)

Pavilion charges (includes VAT):

£25ph (09:00 to 19:00 Monday to Friday with 1.5 x rate for earlier than 09:00)

£30ph (19:00 to 22:00 Monday to Friday and all day Sunday)

£42ph Saturday

25% resident discount on all above.

Extra options (includes VAT):

£26 bins (under 100 attendees)

£52 bins (over 100 attendees)

£65 crockery/cutlery use

£40 extra toilets (25% resident discount applicable)

£42ph per security guard (after 19:00)

£250 security charge (19:00 until 01:00 – large events – 2 guards)

This report will consider how each group uses the Pavilion, issues currently being experienced and possible solutions.

Footballers (**charges sheet attached)**

From this season Stilton has no Seniors or Veterans. It does have an U18 team that will play Sunday mornings as well as U11, U10, U9 and U8s who play Saturday mornings. Farcet will be using the main pitch on Saturday afternoons using Stilton as their home ground (they may merge with Stilton next year).

Only confirmed use of the showers/changing rooms this year is by Farcet.

The Parish Council is about to take over line marking which will generate increased income and will be undertaken by the Caretakers (August – May, weekly, £165pcm).

Pros and cons of use:

✅ Sports provision in the village, income from the field, help toward keeping the field in good order, community relationships built.

❌ Football side can be noisy while events are underway in the Pavilion, cleaning element of showers/toilets, restricts using extra toilets for Pavilion events when football is on, can lead to car parking pressure when events and football happen simultaneously. Spectators also attempt to use the main Pavilion toilets while non-regular hire events are in the Pavilion due to no external toilets

Issues arising: Lack of storage for equipment which gets damaged when left out, particularly goals with nets. Balls lost as perimeter fence is low. No capacity to train at the Community Field in winter as pitch not 3G nor any method to light the pitch (Power League expensive). Lack of football managers willing to manage a team.

Regular Hirers

Table Tennis, YES, Twinning, Pilates, Jungle Fitness, over 60's Fitness and Carpet Bowls use the Pavilion on a regular basis.

Pros and cons of use:

✅ Regular income, have access to keys so groups let themselves in and out, know the building, good relationships built and take up little staff time to manage.

❌ Some groups not all year round, building left unlocked or windows open at times (alarm charge or staff attendance) but this is infrequent and better since locking up check lists were put in place.

Issues arising – regular classes are declining. Classes cancelled over summer as too hot to take place and lack of storage provision. Members of the public or potential hirers wandering in to view the Pavilion or use the toilets as foyer doors often not locke. Not enough car parking for older attendees near the entrance and verge parking can be slippery in the winter months.

Non-Regular Hirers

Current non-regular process: Staff open (£15 payment - weekends) and staff close to 19:00 (£15 payment - weekends), extra £10 payment if opening at 08:00 or closing at 20:00. Increased payment if opening/closing outside of these hours (up to £50 - covered by increased hirer charges). £50 hirer charge for arriving/leaving up to 30mins late (person opening/closing receives £25 extra) and £100 hirer change for arriving/leaving late up to 60mins (person opening/closing receives £50 extra). Overtime payments for cleaning at weekends. Monthly staff Snapshot allocates opening/closing responsibility (JL creates) with weekly Pav Chat update (by JG).

Pros and cons of use:

- Small events (3-4 hours, around 50 attendees):

✅ Easy to clean up after, limited impact on the Pavilion as tend to be for smaller time frames with limited contractors on site. Resident rates make shorter hire more cost effective for local people (especially if finishing prior to 19:00). Manageable bin use. Lots of children's parties within this hirer group.

❌ Income generated can be marginal when opening/closing charges for staff are taken into account. Can result in 2 smaller events in 1 day which then needs 2 x opens, 2 x closes and a clean between events (high staff needs). Children's party bouncy castle use can be time consuming for Pavilion Administrator chasing documents required and ensuring the Third Party remains on site during use.

- Medium events (7-8 hours, up to 100 attendees):

✅ Manageable events with a good level of staff interaction through openings and closings. Relatively easy to manage with small number of contractors on site. All charges benefit the Parish Council (apart from those after 19:00 with security presence). Bin use increased but usually within our capacity.

❌ These medium events can become large events without our knowledge and create risk not anticipated nor mitigated against. Hirer might advise finishing at 19:00 to avoid security charge then staff arrive on site to find hirers not ready to leave. Often alcohol involved. Subsequent clean ups can take more time than allocated. Additional or next day events likely to be planned in calendar adding to pressure to ready the Pavilion for use.

Procedure – if staff arrive on site and no departure imminent, Clerk advised and hirer calls the Clerk when ready to go lock up so that staff are not waiting for hours on site OR staff member provides their phone number and hirer calls when ready. Late leaving and extra time charges applied and taken out of deposit.

Large events (over 10 hours, up to 250 attendees):

✅ High level of income with bin use, crockery use and additional toilets usually taken. Hire can easily cover 3 days (Friday set up, Saturday party and Sunday clean), adding to income. Staff build working relationships with contractors who often attend site so that our processes are known. This aids compliance.

Full security on site usually 19:00 until 01:00 or when event closes if a Temporary Event Notice in place.

❌ Operational Challenges:

Complex hire where the building can be handed over to decorators or family members who do not share information with later attendees creating a need for additional staff support throughout the hire (alarms going off, kitchen circuits overloaded, power supplier tripping, non-PAT tested items used).

Can be numerous contractors on site (decorators, caterers, cake providers, chair/table suppliers, etc).

Car parking issues can occur with double parking preventing fishing lake/emergency services access.

There are often elevated cleaning needs and issues with hirers then not arriving on time the next day to undertake the substantial cleaning required

❌ Health and Safety risks:

Often high levels of drink bottles and food overwhelming bin capacity. Guests spill out onto the play park and Community Field resulting in smashed glass/rubbish being left.

Requiring hirers to undertake substantial cleaning immediately following events where alcohol has been consumed can result in cleaning standards falling below expectation and may present health and safety concerns. Complaints from members of the public re the mess around the Pavilion and waste/hazards in the play park/skate park/field are frequent.

Can be language barriers to understand building and hire needs, with increased risk of damage as no staff member on site.

The Clerk (or those covering in times of leave) currently acts as the sole out-of-hours contact for hirers and security staff. This can result in calls being received at any time, including evenings and overnight, creating a significant operational burden. Even if security in place, they sometimes are either not aware of how to fix the problem or even aware of the problem.

Possible options to consider:

- Increase footballer and Regular users by advertising directly to potential new groups re availability (increases income when the Pavilion has capacity and naturally reduces scope for larger events due to lack of available dates).

- Consider an elevated pricing plan for large events of 150 people and over, with alcohol and non-resident events incorporating additional cleaning costs, the price of event bin provision and all-day security attendance built in. This would likely reduce use but provide elevated income from those large events taking place while keeping eyes on the building, field, play areas, etc by security present. Large party events to cover 3 days of use as standard (setting up, party and clean up).

- Enhanced briefings with security prior to events and possibly enlarge their scope could also help manage larger party issues with patrols around the building, to all areas of the site, kitchen visits, etc (if they are willing to do this).

- Stop holding larger events or cap attendance for non-resident parties and/or introduce stricter controls. Only 'Parish Council approved' contractors can be on site after meeting requirements – this would cut down on staff time chasing relevant paperwork which is sometimes not in place by the time the event starts and leads to vulnerability if anything were to go wrong.

- Put in place a bar for any events needing alcohol (not run directly by the Parish Council) but providing a presence in the building by non-party attendees. Income would hopefully increase through drink sales (previously discussed).

We have already stopped taking any further bookings earlier than 08:00 (previous starts at 05:00) and do not take bookings beyond 02:00 (events have gone on until 03:30 and beyond this summer). There are 2 prior bookings in the diary for the larger events but none following that. This naturally is going to reduce Pavilion suitability for those events looking for early starts/very late finishes.

At a recent party on a Thursday, staff were on site most of the day until security took over and we were able to steer the catering team from adding an extension lead into the kitchen to enable 3 deep fat fryers to be used. This had the potential to overload the electrical circuit, resulting in loss of power and disruption to the event. No staff have Saturday or Sundays as part of their working week – although all do attend on an 'as needed' basis to enable bookings to take place. Minimal presence.

Risk assessments to be created for each hire category to evidence how risk is being evaluated and mitigated.

Pavilion Income:

YEAR	FOOTBALL INCOME	REGULAR INCOME	NON-REGULAR INCOME	BIN INCOME	SOLAR INCOME	TOTAL INCOME
FY21-22	3,213	11,367	11,551	0	1,285	27,416
FY22-23	2,715	14,013	18,928	17	1,183	36,856
FY23-24	3,562	15,631	16,546	146	1,424	37,309
FY24-25	2,066	14.645	17,850	441	1,462	36,464
FY25-26	2,270	16,868	23,613	1,218	1,824	45,793

- Receipts and payment basis

Conclusion

The Pavilion is an important community facility and generates increasing levels of income for the Parish Council (alongside increasing costs). However, larger and more complex hires require greater staff resources and present increasing operational and health and safety challenges. The Committee is invited to consider whether the current hiring arrangements remain appropriate or whether amendments should be made to address issues re the demands on staff, suitable Pavilion charges, the building and the wider site.